

## LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH – PLANNING DIVISION CULTURAL COMPETENCY COMMITTEE MEETING

**Date:** December 8, 2010

**Present:** Anahid Assatourian, Sandra Chang Ptasinski, Diane Guillory, Kia Hayes, Patricia Lopez White, Kimberly Spears

**Absent:** Ilda Aharonian, Kelli Blanchfield, Keren Goldberg, Sylvia Guerrero, Adrienne Hament, Julie Ho, Martin Jones, Naga Kasarabada, Ann Lee, Rose Lopez, Kumar Menon, Ruby Quintana, James Randall, Tammi Robles, Krista Scholton, John Sheehe, Karen Sprague, Albert Thompson, Leticia Ximenez

Agenda Items	Comments/Discussion/Recommendations/Conclusions
<b>Welcome &amp; Introductions</b>	Attendee introductions Welcomed new CCC members: Patricia Lopez White representing the Training Division, and Kia Hayes from the Planning Division-CC Unit.
<b>Review of Minutes</b>	November 10, 2010 minutes reviewed and approved.
<b>Action Items</b>	<ul style="list-style-type: none"> <li>❖ The CC Unit presented a draft form of the CC glossary as agreed in the November 10<sup>th</sup> meeting.</li> <li>❖ Most of the meeting was used as a work group for the first eNews entry. <ul style="list-style-type: none"> <li>➢ The members were informed that each entry has a limitation of 400 words. <ul style="list-style-type: none"> <li>• Members edited the definition for CCC in efforts to reduce the word count. <ul style="list-style-type: none"> <li>◦ Extracted definition of competent and CCC meeting times</li> </ul> </li> </ul> </li> <li>➢ Name of eNews column discussed, resulting in the selection of "CC Did You Know?" as the first choice for the column's name. Second choice was identified as "Cultural Corner."</li> <li>➢ Discussed logo/symbol for the eNews column <ul style="list-style-type: none"> <li>• One of our members thought of a pair of eyeglasses with arms and legs, which would represent seeing the world through cultural competence lenses.</li> <li>• Another member thought of different colored eyeglasses sitting around a table, as if attending a meeting.</li> <li>• Also discussed was the idea of having quotes related to cultural competence included with each entry.</li> </ul> </li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>• Discussed possibility of working with an artist for this project <ul style="list-style-type: none"> <li>◦ Agreed to consult Kathleen Piche regarding the protocol of soliciting an artist within DMH</li> </ul> </li> </ul> <ul style="list-style-type: none"> <li>❖ Briefly discussed CC Terms of Office <ul style="list-style-type: none"> <li>➢ Discussed fiscal year vs. calendar year terms <ul style="list-style-type: none"> <li>• Agreed on adopting the QIC fiscal year, beginning in February and ending in January</li> </ul> </li> <li>➢ Agreed on self-nominations for co-chairs <ul style="list-style-type: none"> <li>• Nominations can be e-mailed or submitted at next meeting</li> <li>• CCC members will be sent the roles and responsibilities of co-chairs</li> </ul> </li> </ul> </li> </ul>
<b>Updates</b>	<ul style="list-style-type: none"> <li>❖ Annual Report <ul style="list-style-type: none"> <li>➢ Cultural Competency accomplishments for the Department during the calendar year 2010-2011 <ul style="list-style-type: none"> <li>• Medi-Cal audit in February 2010</li> <li>• EQRO audit in April 2010</li> <li>• Brainstorming on Medi-Cal audit correction plan to assess the cultural competence of DMH staff</li> <li>• Review of the CCP Requirements and identification of key DMH programs and projects for inclusion</li> <li>• eNews project planned and developed</li> <li>• CCC elevated to full committee status in May 2010</li> </ul> </li> </ul> </li> <li>❖ CC Plan <ul style="list-style-type: none"> <li>➢ Reviewing the CC Plan draft, paying close attention to details in describing how the department served diverse ethnic and other cultural groups.</li> <li>➢ 90% completed</li> <li>➢ An analysis was conducted on the responses received from both the District Chief survey and the survey sent to 130 legal entities in the department.</li> </ul> </li> <li>❖ Translation of Forms <ul style="list-style-type: none"> <li>➢ Provided an update</li> <li>➢ Due to the projected cost of translating the forms, the CC unit is working with ISB and Procurement to solicit vendors.</li> <li>➢ The members were informed that the date of completion will be available once the process of working with ISB and Procurement is finalized.</li> </ul> </li> <li>❖ Back Translation of Forms <ul style="list-style-type: none"> <li>➢ The CCC recommended the creation of focus groups (as conducted at time of EQRO audit) to involve a mixture of providers, consumers and family members/caretakers in</li> </ul> </li> </ul>

	<p>the process of back translation. Executive providers could be contacted to identify consumers for involvement in the focus groups.</p> <ul style="list-style-type: none"> <li>➤ Suggested contacting program heads for the same purpose (after the recommendation is presented and approved by the Service Area District Chiefs)</li> <li>➤ Another State requirement is ensuring that the forms are created at a six grade reading level.</li> </ul>
<b>Next Meeting</b>	Wednesday, January 12, 2011, 1:30pm to 3:30pm, @ 695 S. Vermont Ave., 15 <sup>th</sup> Floor Glass Conference Room

*Sandra C. Tarnowski*